

YOUR COMPANY NEWSLETTER

WINTER 2018



Have Your Say: First Annual MIABC Service Evaluations

In 2017, the MIABC's Member Services and Insurance Departments developed a set of service standards for the organization. This year, the MIABC launches its first annual service evaluation program, with questions designed to test the extent to which we are achieving those standards.

Continued on next page...

IN THIS ISSUE

In Memoriam: Marg Spina

The MIABC Member Spotlight:
Dave Fleugel

The MIABC Staff Spotlight:
Dana Romanick

*See page 2 for details
of this year's
Risk Management
Conference!*

...Continued from previous page

Member Service Standards

When the MIABC's staff gathered for a retreat last summer, the idea of setting specific service standards came up a number of times. As a result, the Member Services and Insurance Departments worked together to develop a specific set of goals under the following four headings:

- Responsiveness;
- Proactiveness;
- Knowledgeableness; and
- Supportiveness.

2018 Survey

In an effort to obtain specific feedback to help us consistently achieve these standards, this year, the MIABC launches its first annual service evaluation program.

The program is built around a short online survey. On February 15, 2018, each member contact will receive an email with a link to the survey. It is designed to take no more than 4 to 10 minutes and will remain open for two weeks.

For those who dislike online surveys, members can request a personal phone call instead.

Follow-Up

After the results are tallied, the Director of Member Services or Director of Insurance will personally follow up on any concerns or negative comments expressed. The MIABC will report on the final results at the Risk Management Conference and the Annual General Meeting.

For any questions with respect to the survey, contact Megan Chorlton at (604) 449-6348 or mchorlton@miabc.org.

IN MEMORIAM MARG SPINA



MIABC Board Member, Marg Spina, passed away on December 15, 2017 after a year-long battle with cancer. Ms. Spina, a Councillor with the City of Kamloops, served on the MIABC's

Board from 2014 to 2017. During that time, she was a much-valued member of the MIABC community, a strong supporter of

our staff, and a dedicated ambassador for our organization. According to the MIABC's CEO, Tom Barnes:

"Marg deeply cared about her community and was devoted to making it a better place for those she shared it with. She brought that perspective to the MIABC, and I was impressed by the thoughtful way she sought to improve the organization from within and to enthusiastically promote it whenever the occasion arose."

Ms. Spina's friends and colleagues at the MIABC mourn her passing. The MIABC's Board Chair, Charles Hamilton, writes:

"Marg was a wonderful woman, and everyone at the MIABC is better for having known her. She will be greatly missed – not only at MIABC – but within the broader local government community. We are all saddened by her passing."

DISCOUNTED EARLY BIRD REGISTRATION ENDS FEBRUARY 9TH!

The MIABC's 7th Annual
RISK MANAGEMENT CONFERENCE
CONNECT + COLLABORATE = COMMUNITY

Follow us on Twitter @The_MIABC
#MIABCRM2018

APRIL 11-13, 2018
Hyatt Regency Vancouver
655 Burrard Street, Vancouver, BC



**NOW FEATURING A
NEW STREAM FOR
LAW ENFORCEMENT.**

THE MIABC MEMBER SPOTLIGHT

DAVE FLEUGEL

Chief Constable, Port Moody Police Department



In February 2017, Dave Fleugel was selected as the new Chief Constable of the Port Moody Police Department. He stepped into the role last April.

Prior to joining the Port Moody Police Department, Chief Fleugel served in the RCMP for 25 years, holding senior positions in several detachments in the Lower Mainland. Most recently, from 2013 to 2017, he was the Officer in Charge of the Ridge-Meadows Detachment. "That was a wonderful experience," Chief Fleugel reports. "It was my first opportunity to start working closely with the mayor, council, and senior city staff."

The Chief Constable position with the Port Moody Police Department gave Chief Fleugel a chance to continue his career in

municipal policing. "I like the community-building aspect of this role. It is rewarding to develop partnerships with city groups, leaders, and other service providers in pursuit of the goal of a safer community. Plus, there is an excitement to the role; the officers I am responsible for are the men and women out there everyday, driving the marked cars, responding to calls for service. I like to be a part of that."

In his role as Chief Constable, Chief Fleugel is responsible for all operational and administrative aspects of the Port Moody Police Department. He is accountable to the Port Moody Police Board for service delivery, budget, human resources, and strategic planning. "Ultimately," he explains, "I am accountable to the community of Port Moody for public safety."

With just over 50 sworn officers, the Port Moody Police Department is the smallest independent force in the Lower Mainland. For Chief Fleugel, this presents unique risk management challenges. "We don't have the infrastructure of an organization like the RCMP. As a small city, we must deploy our resources strategically to ensure we are fulfilling our mandate." He also cites the increasing administrative burden on police as a risk management challenge. "Case law is always coming out that changes the expectations of the police. We must be able to adapt and evolve, and we must have

policies and procedures in place to allow us to do that."

Born and raised in the Ottawa area, Chief Fleugel holds a Bachelor of Arts degree from Carleton University. He is also a graduate of the prestigious FBI National Academy in Quantico, Virginia, a 10-week program for senior law enforcement leaders to learn about advanced issues in police leadership. The invitation-only program accepts only a limited number of participants each year through a nomination process. "That was definitely a career highlight," he says.

Chief Fleugel and his wife, Susan, have been married for almost 25 years. They have three sons, one in university and two in high school. Over the years, Chief Fleugel has spent much of his free time coaching minor sports. He also tries to find time for his other hobby, automobiles.

Chief Fleugel has agreed to speak at the MIABC's Risk Management Conference this April. He will join lawyers from Alexander Holburn Beaudin + Lang LLP in a presentation on liability issues facing municipal law enforcement agencies.

Did You Know?

MEMBERS CAN USE RISK MANAGEMENT GRANTS TO COVER THE COST OF ACCOMMODATION DURING THE RISK MANAGEMENT CONFERENCE

The MIABC's 7th Annual Risk Management Conference will be held April 11 to 13, 2018 at the Hyatt Regency Hotel in Vancouver. The MIABC's members may apply funds from their Risk Management Grant Account, not only to the registration fee, but also to the cost of accommodation at the Hyatt Regency Hotel. Pay directly with grant funds simply by selecting the option on the registration form.



THE MIABC STAFF SPOTLIGHT

Dana Romanick

Legal Counsel

Dana Romanick is the newest addition to the MIABC's in-house legal team. She joined our Legal Department on a part-time basis in 2017 after serving as external counsel for two years. She works primarily from her office in Nelson, where she is well-positioned to represent the MIABC's members in the Kootenays and the Okanagan.

Dana has been practicing law for over ten years. Originally from Ontario, she obtained Bachelor of Arts and LL.B. degrees from the University of Windsor. After moving to Vancouver, she practiced with Alexander Holburn Beaudin + Lang LLP (AHBL), where she worked under well-known litigator Michael Ragona. "I was fortunate to work with Michael. Very early on I was expected to be on my feet in court. My legal upbringing was not easy but it was useful; I quickly got over any nervousness about going to court."

After five years with AHBL, Dana went on to practice insurance defence for two large insurance companies before establishing her own firm, Kootenay Law Corporation (KLC), in 2015. Today, she

continues to practice with KLC in addition to her role as part-time Legal Counsel for the MIABC. She is also an Associate Counsel with Bilkey Law Corporation.

Though Dana has years of experience in insurance defence, her work with the MIABC has provided the opportunity to do things a bit differently. "I like that the MIABC only settles where there is liability risk. I get to focus on the substantive merits of the case instead of worrying about the economics of it. This approach also gives me more court experience than I otherwise would have."

Dana and her husband, John, enjoy taking advantage of all that the Kootenays have to offer. In their spare time, they can usually be found in the mountains, whether mountain biking, snowboarding, or hiking.

SAVE THE DATE

The MIABC's 2018
Webinar Series

Registration is now open for the next two webinars in the MIABC's 2018 series:

Tuesday, February 20
10:00 am to 10:45 am

Duty of Care for Processing Development Applications

Tuesday, March 20
10:00 am to 10:45 am

Coverage for Local Government Volunteers

To register, visit www.miabc.org/webinars or contact Ian Lau at ilau@miabc.org.